

MORE THAN A LANDLORD

Resident Opportunity Audit

A quick agency checklist

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Resident Experience

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|------------------------------|---------------------------------|----------------------------------|---|
| ☐ Yes | ☐ Partly | ☐ Not Yet | Residents know where to go for help and opportunity. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | Information is understandable, accessible, and offered through more than one communication channel. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | Programming reflects resident schedules, ages, cultures, abilities, and family realities. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | Resident success is visible and celebrated. |

Pathways

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|------------------------------|---------------------------------|----------------------------------|--|
| ☐ Yes | ☐ Partly | ☐ Not Yet | Residents can access employment and career connections. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | Youth have exposure to careers, leadership, education, and positive adult networks. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | Residents can access financial education/coaching and asset-building resources. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | Residents have opportunities to develop digital skills. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | Residents can move from participant to volunteer, mentor, leader, or paid opportunity. |

Agency Integration

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|------------------------------|---------------------------------|----------------------------------|--|
| ☐ Yes | ☐ Partly | ☐ Not Yet | Property Management and Resident Services communicate routinely. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | HCV/FSS and Resident Services coordinate opportunities where appropriate. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | Maintenance and frontline staff know how to direct residents to opportunities. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | Leadership reviews resident outcomes, not only events held. |

Program Quality

- | | | | |
|------------------------------|---------------------------------|----------------------------------|---|
| ☐ Yes | ☐ Partly | ☐ Not Yet | Programs begin with a defined resident need or desired outcome. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | We know who the intended audience is. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | We have a simple measure of success. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | We stop, redesign, or replace activities that do not produce value. |

Partnership & Funding

- | | | | |
|------------------------------|---------------------------------|----------------------------------|--|
| ☐ Yes | ☐ Partly | ☐ Not Yet | We have a current partner map. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | We ask for in-kind resources and expertise, not only cash. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | We know which local institutions share our goals. |
| ☐ Yes | ☐ Partly | ☐ Not Yet | We have a basic calendar for grant/funding prospecting. |

Three Audit Questions

What are we doing because residents need it?

What are we doing because we have always done it?

What opportunity is missing that could change a resident's trajectory?